

# **Health and Safety Excellence program**

Guidelines for program members

# Program guidelines

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# Introduction

## Workplace injuries and fatalities in Ontario

In 2018, 74 people were killed in Ontario from a workplace incident and there were 64,855 allowed claims for lost time due to a work-related injury or disease (WSIB By the Numbers). And these numbers only include what is reported and accepted by the WSIB.

When we think of workplace safety, we tend to focus on businesses in high-risk industries like construction and manufacturing. But even if you're a small company, you may have employees who climb ladders, lift boxes, deal with stressful situations, or handle chemicals and each one of these activities have the potential for an injury or illness which can greatly impact the lives of your employees and disrupt your business. As an employer, you have a responsibility to provide a safe workplace for your employees.

By working together, businesses, the WSIB, and health and safety system partners, we can make Ontario workplaces healthier and safer.

## Benefits of investing in health and safety

Prevention doesn't have to be costly, but doing nothing can be. When you invest in health and safety, the benefits include:

- Keeping employees safe and preventing injuries and illnesses
- Avoiding costs of an unsafe and unhealthy workplace
- Attracting more customers, investors and a talented workforce
- Building and maintaining a good reputation, and avoiding negative public attention
- Improving employee morale, productivity and commitment
- Complying with legislative requirements and the latest best practices

## WSIB's Health and Safety Excellence program

The program **integrates the strengths of our previous voluntary programs** (Small Business, Workwell and Safety Groups) into a single health and safety program with more service and delivery options, as well as rebates and recognition, for workplaces.

The program connects businesses of all sizes with WSIB-approved providers to help them develop a program that is suitable for their business. It's designed as a roadmap for employers, taking them from awareness of health and safety laws to developing a complete program or management system based on best practices in health and safety.

**Successfully completing health and safety topics can lead to improved health and safety performance which can lower premium rates, and provide a rebate on WSIB premiums, and recognition.**

The program was co-created with an advisory committee of WSIB representatives, service delivery providers, and the Ontario Ministry of Labour Prevention Office. The list of advisory members can be found in the appendix.

Whether you're a small business with only a few employees, a new business just getting started or a large business with a well-developed occupational health and safety management system, the program offers **flexible options** to make improvements to health and safety at your workplace.

The Health and Safety Excellence program is designed to reward you for behaviours and activities that improve workplace health and safety. It is **delivered through a qualified network of WSIB-approved providers**. You choose a provider to work with to complete health and safety topics in your workplace.

**The benefits of joining include:**

- Support from an experienced provider to guide you through your health and safety journey
- Opportunities to network and share best practices with other like-minded businesses
- Alignment with new premium rate setting model and potential rebates on your WSIB premiums to support the investments you make in health and safety
- Recognition such as digital badges on the WSIB's website to show job seekers, customers and investors your commitment to health and safety
- Reduced risk of hazards and a better health and safety culture in your workplace

Health and safety can be complicated. As a business, it's not always clear what must be done, what should be done and what is nice to do! There are many acronyms and jargon that you may not have heard before.

Your selected provider will help you navigate through the health and safety system, giving you guidance, access to resources and support to help you get to where you need to be.

## **Program eligibility**

All businesses with an active WSIB account number are eligible to participate in the program.

**To participate in the program, your business must:**

- Be a schedule 1 or schedule 2 employer
- Have an active WSIB account number
- Demonstrate a commitment to health and safety excellence
- Choose a WSIB-approved provider to work with

For rebate and/or recognition eligibility, refer to [rebate and recognition section](#).

## Customer journey

Activity	Description
1. <u>Attend an information session</u>	<ul style="list-style-type: none"><li>• Designed for businesses to learn about the business case for health and safety, the benefits and rewards of the program and how to register</li></ul>
2. <u>Join</u>	<ul style="list-style-type: none"><li>• Choose a WSIB-approved provider to work with</li><li>• Complete an assessment to help determine your entry point in the program</li><li>• Select one to five health and safety topics and include them in your action plan</li></ul>
3. <u>Develop</u>	<ul style="list-style-type: none"><li>• Learn how to complete your health and safety topics with the help of a provider</li></ul>
4. <u>Demonstrate</u>	<ul style="list-style-type: none"><li>• When you're ready, submit evidence for the topics you have completed for review by a WSIB validator</li></ul>
5. <u>Achieve</u>	<ul style="list-style-type: none"><li>• Receive a rebate on your WSIB premiums and other recognition</li></ul>

### Attend an information session

FREE information sessions are hosted by the WSIB to provide you with information about:

- Ontario's health and safety system
- Your legislative requirements and any recent legislative updates
- The new health and safety program
- The business case for health and safety and how to calculate your return on investment for participating in the program

Sessions are available throughout the year both in person and by webinar. Although owners and senior managers are encouraged to attend, the sessions are open to everyone.

To view the information session schedule and registration details visit the [WSIB website](#).

## Join the program

Once you decide that you want to participate in the program, your next step is to select a WSIB-approved provider.

### Select a WSIB-approved provider

Providers are private health and safety companies and health and safety associations approved by the WSIB to deliver the program to support workplaces in improving their health and safety.

Although you can join the program anytime throughout the year, some providers may offer services that run on an annual schedule with a specific entry period. Check out the provider profiles on the WSIB website to find key information, such as industry(s) served, types of services offered, location, and contact information.

### Role of the provider

Each provider offers services based on the industries and regions they serve and may include group workshops, one-to-one services delivered through face-to-face meetings, and online learning. The fees for these services are set by each provider based on the types of services offered. Once you choose a provider to help you along your journey, you need to complete a service agreement with them.

#### Providers will:

- Help you select the most relevant health and safety topics for your workplace
- Provide resources to help you develop and complete your health and safety topics
- Facilitate networking and sharing of best practices between you and other program members
- Review and provide feedback on the evidence you provide to show successful topic completion

Once you register with a provider you will be given a link to the digital portal to get started.

### How to choose a provider

It's important to find a provider that best meets your needs. Think about the following when you are selecting a provider:

- The type of service you want – group or one-to-one?
- What industries/types of businesses does the provider serve?
- What type of program support (community website, templates, tools, questions and answers, telephone hotline) is offered to members?
- If you are a small business, what services are available to you?
- What is the registration fee and what does it include?
- Are there any additional fees?

Instead of, or in addition to charging fees upfront, some provider's fee structure is based on a percentage of the rebate you earn. This should be noted in the service agreement you sign with your provider.

To compare providers, visit the WSIB website.

## Complete a health and safety assessment

Now it's time to assess where your business is at with health and safety. You might already have some health and safety programs that are working really well! Maybe your monthly workplace inspections are very effective or you have an excellent program for your team to report hazards. While it's important to keep up the great work, the program is designed to support and reward businesses for **NEW** workplace safety initiatives. Perhaps you aren't sure how to organize a joint health and safety committee or your workplace roles and responsibilities aren't clearly defined. The program has dozens of health and safety topics to choose from to help you build a stronger health and safety program.

The challenge for many workplaces is to know where to begin; "what topics should I work on first?" The assessment will help identify gaps in your current health and safety program and the topics your workplace still needs to develop. It's important that you select health and safety topics to fill those gaps to make sure you are putting resources into building your program, and not re-inventing some of the great work you already do.

Ideally, the assessment should be completed by the owner or senior manager responsible for health and safety at your company or the person designated to coordinate your health and safety program. Businesses with limited health and safety knowledge can complete the assessment with minimal time investment (approximately 5-10 minutes to complete). Businesses with advanced knowledge in health and safety, will answer additional questions (approximately 15-20 minutes to complete). If you need support in completing the assessment, your provider can help you.

### **The assessment:**

The assessment must be completed for each WSIB account number registered in the program. The results of the assessment will be used to help you select topics and develop your action plan.

Once you complete the assessment, you will receive a list of recommended health and safety topics to work on. Your provider can help you determine which ones to select first.



## **Keep track of your health and safety: culture survey (optional)**

Workplace health and safety culture is influenced by many things, including leadership and the investments they make in health and safety, supervision styles and priorities, peer pressure, workplace conditions, and the design of work activities. The safety culture survey measures ‘that’s the way we do things around here’ and gauges your employee’s feelings about the organization’s attitudes towards workplace health and safety. Asking employees to fill out a safety culture survey shows that your business considers the importance of health and safety and will help track the progress of your organization’s safety journey.

Completing the culture survey:

- Once you register with a provider, obtain the culture survey link from the digital tool. Your employees do not need access to the digital tool in order to complete the survey.
- Email the link to all or a cross-section of employees (owner/senior management, supervisors, joint health and safety committee members, health and safety rep, etc.). The survey will open on an internet browser when the employee clicks on the link and should only take a few minutes to complete. Responses are anonymous.
- Once an employee completes the survey, they will see a legend and their own overall score.
- The employee may have a conversation with their peers and supervisors about the survey results. Talking about health and safety is always a good thing. Take the opportunity to listen to their feedback and continue the conversation!
- The authorized employer (user(s) with access to the digital tool) will be able to see the average score for each survey question, average scores by job level, and an overall average score for the company. Seeing the average score for each question points to possible areas of improvement that contribute to culture (e.g. communication, trust, employee participation, etc).

Your participation in the Health and Safety Excellence program should have a positive impact on your workplace’s safety culture. We encourage you to ask your employees to re-take the survey annually to see the positive trend.

## **Health and safety topics**

A well-developed workplace health and safety program is a written plan that can help you identify and control hazards, define safety responsibilities, and respond to issues and emergencies. Safety shouldn’t be an afterthought; your program should build health and safety into all of your workplace practices and activities.

A health and safety topic is a chapter in that plan, focused on a single specific hazard, or on a process, such as training or health and safety participation. Each topic is focused on eliminating or controlling a hazard or developing a process. It identifies in detail the particular standards, equipment, and procedures required.

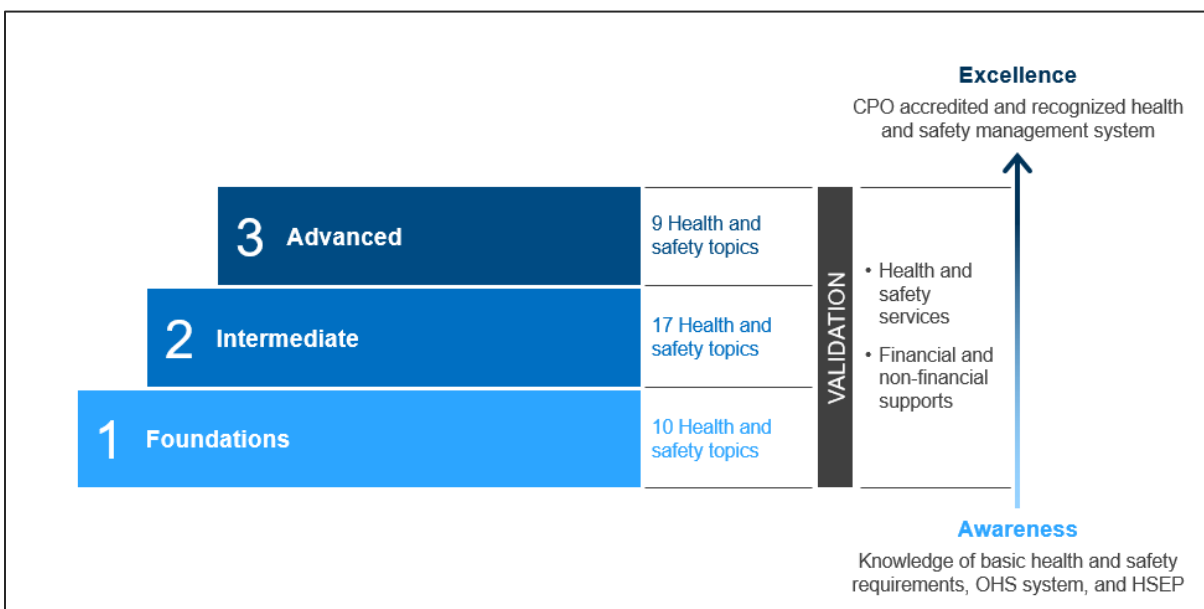
Every business has different risks so their health and safety programs will be different to address the needs and hazards of their operations. That's why, the Health and Safety Excellence program uses a risk-based approach to identify health and safety topics.

If your business is new to health and safety, the topics you work on will likely focus primarily on basic health and safety requirements.

**Topics in the health and safety program are:**

- Based on health and safety best practices
- Building blocks of a health and safety management system, which establishes roles, responsibilities and relationships across the company
- Built on the strengths of former WSIB programs (Small Business, Workwell and Safety Groups) along with other recognized national and international health and safety standards

**Three levels**



Developing a health and safety management system is a process that follows a progression – like climbing a set of stairs.

Level	Description
<b>Level 1</b>	Topics that lay the <b>foundations</b> for a health and safety program or management system.
<b>Level 2</b>	<b>Intermediate</b> topics to build and customize a health and safety program or management system.
<b>Level 3</b>	<b>Advanced</b> topics to integrate and optimize a health and safety management system.

The program allows for multiple entry points for businesses. The three-level model is designed to support and reward businesses for **NEW** workplace safety initiatives.

The program allows a business to improve their health and safety from awareness or knowledge of basic health and safety requirements to excellence, such as meeting a recognized national or international health and safety standard.

You have the flexibility of completing one to five health and safety topics over a 12-month period, so don't feel pressured to do everything all at once.

## List of topics

Sometimes it makes sense to work on one topic before moving onto another. As you work through the program you will progress from foundation to advanced topics, similar to building a house which requires a strong foundation before building the walls.

See below for the **suggested prerequisites for each topic as well as topics that should be worked on at the same time.**

### Level 1 topics - Foundations Level 2 topics - Intermediate

Topic	Suggested prerequisite(s) and topics that should be worked on at the same time
Health and safety responsibilities Competency	None All level 1 topics and should be completed at the same time as:
Health and safety communication	None <ul style="list-style-type: none"> <li>Health and safety training</li> </ul>
Health and safety participation	None
Health and safety training	All level 1 topics and should be completed at the same time as: <ul style="list-style-type: none"> <li>Competency</li> </ul>
Legal and other requirements Control of hazards	All level 1 topics Risk assessment
Health and safety accountabilities	All level 1 topics
Emergency prevention and Incident investigation and analysis preparedness	All level 1 topics and should be completed at the same time as: Injury, illness and incident reporting
First aid	None <ul style="list-style-type: none"> <li>Emergency response</li> </ul>
Emergency response	All level 1 topics and should be completed at the same time as: <ul style="list-style-type: none"> <li>Emergency prevention and preparedness</li> </ul>
Return-to-work program requirements, forms and tools	All level 1 topics and should be completed at the same time as:

- Return-to-work roles and responsibilities
- Accommodation and return-to-work plans

### Level 3 topics - Advanced

Topic	Suggested prerequisite(s) and topics that should be worked on at the same time
Change management and procurement	All level 1 and 2 topics <ul style="list-style-type: none"> <li>• Accommodation and return-to-work plans</li> </ul>
Monitoring, measurement and analysis	All level 1 and 2 topics and should be completed at the same time as: <ul style="list-style-type: none"> <li>• Review health and safety trends</li> </ul>
Review health and safety trends	All level 1 and 2 topics and should be selected at the same time as: <ul style="list-style-type: none"> <li>• Return-to-work roles and responsibilities</li> </ul>
Pre-use inspections	All level 1 topics
Internal audit	All level 1 and 2 topics
Management review Control of documents	<ul style="list-style-type: none"> <li>• All level 1 and 2 topics</li> <li>• All level 1 topics</li> <li>• Review health and safety trends</li> </ul>
Control of records	<ul style="list-style-type: none"> <li>• Monitoring, measurement and analysis</li> <li>• All level 1 topics</li> <li>• Internal audit</li> </ul>
Contractor management program	<ul style="list-style-type: none"> <li>• All level 1 topics</li> <li>• Health and safety accountability</li> </ul>
Health and safety continual improvement planning	<ul style="list-style-type: none"> <li>• All level 1 and 2 topics</li> <li>• Management review</li> </ul>
External audit Health and safety objectives	<ul style="list-style-type: none"> <li>• All level 1 and 2 topics</li> <li>• All level 1 topics</li> <li>• Health and safety continual improvement</li> </ul>
Corrective action	All level 1 topics and all other level 2 topics
Networking and peer learning	None
Corporate social responsibility	None

Level 1 topics – Foundations  
 Welcome to the first level of the program which is designed

d to help you get started on your health and safety program.

Commitment to health and safety begins with the owner and senior management, and works its way through your workplace by ensuring everyone participates and takes responsibility for their health and safety. With the right commitment and participation, you'll be on your way to setting a solid foundation for your health and safety program.

Once the foundation is set, you'll identify workplace hazards and find ways to eliminate them. If a hazard can't be eliminated, topics within this level will help your business find other ways to protect your employees.

Remember, health and safety is a journey, so don't be in a rush to get to the finish line too quickly.

See the health and safety topics guide for a complete list of level 1 topics, descriptions and requirements.

## **Level 2 topics – Intermediate**

After you complete level one, you've set the foundation for health and safety in your business. The risk assessment you completed will help guide you through this level to build the rest of your health and safety program. You'll notice that as you work on certain topics, the work you do will help with some of the other topics because they are all part of a system. The more you build your program, the easier it gets as everyone will become more aware of their health and safety responsibilities.

You're well on your way in your health and safety journey, so keep up the great work!

See the health and safety topics guide for a complete list of level 2 topics, descriptions and requirements.

## **Level 3 topics – Advanced**

You've made it here because your business is working to be a leader in health and safety. You've put in a lot of resources to build your health and safety program, and it's starting to look like a management system. Occupational health and safety management systems (described below) follow the plan-do-check-act cycle. This level is designed to support you with that cycle, by helping you execute the check and act steps through audits, management review of your system, and continual improvement planning. Leaders in health and safety realize that while excellence can be achieved, you have to continue to work at it.

Your occupational health and safety management system will get to a point where your activities and reviews will run on a regular schedule, and everyone will see the positive results of this!

See the health and safety topics guide for a complete list of level 3 topics, descriptions and requirements.

## **Repeating topics**

In most cases, you can only complete topics once within the Health and Safety Excellence program to receive rebates and/or recognition (regardless of whether you change providers or there is a lapse in your participation).

Topics selected in prior years of the program can be selected again if:

- Your business did not complete the topic or the topic was deemed incomplete at validation and you did not successfully address the gaps within 60 calendar days, or
- There has been a significant change to the work environment, processes, hazards, equipment, management structure, ownership, etc., since the topic was completed and; the significant change results in an existing policy, procedure or process no longer effectively managing the health and safety hazards/risks

### **Example**

Wonka Industries is a manufacturing company that has completed the recognition of hazards and risk assessment topics and has appropriate control measures in place for the hazards identified. Wonka Industries acquires Widget Storage to expand their business to now include warehousing and logistics functions. It is reasonable for us to allow Wonka Industries to repeat recognition of hazards, risk assessment and control of hazards topics, based on the new and different work environment, equipment, process and hazards.

### **Repeating topics:**

If your business wants to select topics previously completed in the Health and Safety Excellence program, you are required to get approval from your provider and the WSIB.

### **Exception: Control of hazards**

After assessing your risks, you will likely have multiple hazards that need to be controlled.

Below are just a few examples:

- Vehicle safety
- Personal protective equipment requirements
- Workplace Hazardous Materials Information System (WHMIS)
- Lock-out procedures
- Confined space procedures
- Hot-work permits
- Material handling

The control of hazards topic can be repeated (and qualify for a rebate) for each hazard at your workplace and there is no limit on the number of times this topic can be repeated, if it is supported by the hazard identification and risk assessment process.

It's important to implement all required control measures, for all workplace hazards. For the program, as long as you have completed at least one control program, it will count towards the completion of level one.

## **Occupational health and safety management system**

The purpose of an occupational health and safety management system is to provide a framework for managing health and safety risks and opportunities. It is not a separate department, role or function; it is a comprehensive system that is embedded within all workplace

activities. The success of the system depends on a number of key factors including top management commitment, resources (both time and money), a high level of employee involvement and participation and continual improvement.

The overall goal is to prevent work-related injury and illness and provide a healthy and safe work environment for all. Therefore, it is important for your business to eliminate hazards and minimize risks by taking effective preventive and protective measures and ensuring all employees are competent – have the information and skills they need – to perform their tasks.

The scope and complexity of a health and safety management system will vary according to the size and type of workplace. When developing and implementing health and safety systems at any workplace, communication is the key to success. Employees should be involved at all levels in the development of the system. Everyone will gain from their involvement, and the system will be better as a result of their input.

## Selecting topics and completing an action plan

An action plan is simply a documentation of your commitment to work on specific health and safety topics and includes a brief explanation of why you selected each. Remember, while it's important to keep up the great work on topics you have already developed in your health and safety program, the new program is designed to support and reward safety initiatives that are new to your business.

Remember: You have the flexibility of completing one to five health and safety topics over a 12-month period'

The first step in developing any health and safety topic is to recognize the need for it. In addition to the results of your assessment, you may wish to consider the following with the help of your provider to determine the topics that make the most sense for your workplace.

Activity	Description
Ask...	<ul style="list-style-type: none"><li>Your employees, joint health and safety committee or health and safety rep, "what hazards and processes need to be addressed as part of our health and safety program?"</li></ul>
Review...	<ul style="list-style-type: none"><li>Accident and incident statistics</li><li>Inspection reports</li><li>Employer's Report of Injury/Disease forms (Form 7s)</li><li>Incident investigations</li><li>Return-to-work forms</li><li>Information on Compass</li></ul>

- Joint health and safety committee minutes
- Any reoccurring items that should be addressed

Check...

- Is there any new or revised legislation, regulation or codes that impact your business? Compliance with occupational health and safety requirements should be a priority when selecting topics.
- Are there any changes to your workplace, equipment or work processes that introduced a new hazard?

Risk assessment...

- If the term risk assessment is new to you or you haven't completed one yet, this is an important topic to work on early in the program.

Other...

- If your company recently completed a safety audit, review your continual improvement plan for topic ideas.
- Are there any topics that are non-existent in your current health and safety program?

Don't forget that some topics have suggested prerequisites and there are also topics that make sense to work on at the same time. Although all topics in a level do not need to be completed before selecting a topic in a higher level, a digital badge will only be rewarded when a level is completed in its entirety.

**Action plan:**

- Should be completed within 90 calendar days of accessing the digital portal unless you receive approval from your provider for an extension.
- Select one to five topics in a 12-month period to qualify for a rebate and/or recognition.

Once you select the health and safety topics you will work on over the 12-month period, you will create your action plan. Your provider will review your action plan to ensure it is complete and the topics are appropriate for your workplace. You have the option of printing it so that you can have your business's owner, management, or member(s) of your joint health and safety committee or health and safety rep sign it to solidify commitment to the program.

When you submit the action plan in the digital portal your provider will be notified to review it for completeness and appropriate selection of topics for your workplace. Once your action plan is finalized, your business will receive a digital "member" badge at the next system update. When people search for workplace health and safety statistics using the WSIB website your business profile will include the badge.



## Develop your health and safety topics

Now that you have selected your topics for your action plan, it's time to get to work with the help of your provider to bring the health and safety topics to life in your workplace.

You can use WSIB's "five steps to managing health and safety" or another provider-approved model that follows the plan-do-check-act cycle to implement your topics.

The plan-do-check-act cycle incorporates health and safety management into everyday workplace activities rather than treating it as a standalone system and is used to achieve continual improvement.

### Plan-do-check-act cycle

Step	Description
Plan	<ul style="list-style-type: none"><li>• Policy or procedure with established objectives and processes to complete the topic</li></ul>
Do	<ul style="list-style-type: none"><li>• Communicate your plan, train employees and implement the topic into your business</li></ul>
Check	<ul style="list-style-type: none"><li>• Monitor and measure the activities related to the topic to determine if you have completed the plan and report the results</li></ul>
Act	<ul style="list-style-type: none"><li>• Take actions to continually improve the health and safety topic to achieve the intended outcomes</li></ul>

## The WSIB's five steps to managing health and safety

### Step 1 – Write standard (plan)

A standard is a document outlining senior management's expectations and policies regarding health and safety and addresses who, what, when, why and how questions. Standards make it clear what is expected from employees and what employees can expect from management.

Although it's management's role to write standards because they are responsible for ensuring the workplace is safe and work policies and procedures are being followed, consulting with employees is important because it helps to create policies that are understood and followed.

#### Tips for creating standards:

- Start with what you must do; identify legislation, legal requirements, standards, and codes relevant to the topic – not all topics have a legislative component but many of them do
- Keep expectations doable and reasonable but go beyond legal requirements where you can
- Make it clear, specific, and simple and use a standard format so it makes it easier for your employees to understand what the expectations are
- Date standards and have a space for a “reviewed/revised date” as it is important to review your standards and update as necessary
- Have senior management sign the standard to show their commitment

## **Step 2 – Communicate (do)**

Although communication is classified as “step 2” in a sequence of events, communication doesn’t just happen after the standard is written and before people are trained.

Active employee involvement in health and safety activities and communication with all employees is ongoing throughout the life of a topic, which means always. Communication is everything a business does to increase awareness of the topic within the workplace.

Two-way communication is important at every step as you work through your topics – employees need to provide feedback and tell you their observations about health and safety and how it can be improved.

Communication can be as simple as a poster on your safety board – provided it’s in an area that has lots of traffic and everyone sees it. Other communication methods include e-mails, face-to-face meetings, webinars, signs, safety/tailgate talks, newsletters, memos, monitors, social media, and the intranet. Make sure any disabilities are accommodated and provide instructions, materials and training in the language of your employees.

### **Tips for communication:**

- Make communication two-way – give information and always ask for feedback or ideas from employees
- Repeat key information in a variety of ways (written, verbal and visual)
- Train supervisors on how to check for understanding and ask for feedback
- Encourage employees to ask questions or for something to be repeated if they don’t understand
- Communicate with employees during all steps

## **Step 3 – Train (do)**

Training and communication are not the same thing. Training happens over a longer period of time, and is about learning new skills and knowledge which results in a change in the way you do something.

Training means that management, supervisors and everyone working under them have the knowledge and skills to do their jobs. Occasions when employee training may be required are:

- Beginning of employment

- Reassignment or transfer to a new job
- Introduction of new equipment, processes, or procedures
- Unsafe performance of work
- Refresher, annual, or periodic education and training to ensure skills and knowledge are kept up-to-date (training is never a one and done approach)

A good place to begin is to look at who has responsibilities in your procedure – they need to be trained on those responsibilities. But remember- they may also need to be trained on the procedure itself.

#### **Tips for training:**

- Everyone needs training so don't forget office employees, the owner and senior management as well as employees at other locations and those on the road
- Use a detailed schedule and tracker for each employee's skill and certification requirements
- Vary your training methods and include real-life case studies
- Deliver training that benefits employees the most and is the best fitting for what you're teaching – for example, hands on training works best where practical experience using tools or equipment is needed
- Keep training records, meeting notes, sign-off sheets, attendance forms, and certificates and remember to check knowledge transfer
- Avoid too much theory and include opportunities to practice and demonstrate what is learned
- Train supervisors first so they can play a coaching role and hold employees accountable
- Don't cram training for high-risk hazards with other training

#### **Step 4 – Evaluate (check)**

Evaluation is finding out if the work you have done for the first three steps is giving you the results you were looking for; **whether or not your efforts at setting standards, training and communicating are paying off.** Evaluation allows you to make improvements to the topic based on the feedback you receive.

There are many ways to evaluate a health and safety topic including:

- Observation – walk around to see if a process or task is being completed according to the standard
- Review documents – look for trends in workplace records, such as first aid reports, WSIB claims, inspection reports, Joint Health and Safety Committee minutes, and management meeting minutes
- Interviews and questionnaires – ask employees for feedback or to complete a survey on the topic and analyze the results
- Ask a third party or somebody outside of your department to look at your work processes and give you feedback

Don't be afraid to discover something that isn't working. Take action and make improvements which is step 5: make improvements and acknowledge success. **It's all about continual improvement!**

**Tips for evaluation:**

- This is a good time to give positive feedback, which will encourage more good work
- Use an evaluation template or checklist
- Ask supervisors to keep logbooks to record good practices as well as those needing improvement
- Don't do evaluation immediately following training

**Step 5 – Make improvements and acknowledge success (act)**

Once the gaps are identified in your evaluation (step 4), look for opportunities for improvement and create a documented plan or recommendations to make the changes.

Examples of improvements might include:

- Revising a checklist or form
- Creating an inspection schedule
- Training more employees or retraining employees to improve performance
- Revising a procedure
- Using a different method for training

It is important to recognize all employees who participated in the implementation of the topic and thank them for their hard work. Employees need to know their contributions are valuable for the continued success of your health and safety program.

You can acknowledge success in many ways including:

- Public recognition of overall performance and improvements
- During performance appraisals
- Sending a letter from the owner/senior management congratulating all employees for their contributions to health and safety
- Running an article in the company newsletter highlighting successes
- Congratulatory message on the intranet/monitor
- Celebration

To help you understand the requirements of each step in the 'five steps to managing health and safety' model, there is an example for a dress code policy in the appendix.

**Tips and tricks to make the topics come to life**

Action	Description
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Take small steps	<ul style="list-style-type: none"> <li>• If you try to make too much happen too quickly, you will get frustrated.</li> </ul>
Involve others	<ul style="list-style-type: none"> <li>• Don't try to do everything yourself. The more people you involve the more success you will likely have.</li> <li>• Involve employees in all aspects of your health and safety program. They have experience and see issues and problems that might not otherwise be recognized by management alone.</li> <li>• Network with other businesses to learn best practices.</li> </ul>
Be organized and plan	<ul style="list-style-type: none"> <li>• Plan out each topic's objectives and goals for senior management so they have a better understanding of the resources (money, time and employee responsibilities) required.</li> <li>• Spread the work over the 12 months and train people early using a variety of methods. Wait at least a few months after training has been completed to fully evaluate the topics.</li> </ul>
Get senior management commitment	<ul style="list-style-type: none"> <li>• Have management set the example of safe and healthy behaviour.</li> <li>• Reinforce desired behaviours through positive recognition.</li> </ul>
Ask for help	<ul style="list-style-type: none"> <li>• Your provider is there to help you along the way. Ask for help as soon as you need it!</li> </ul>

**Develop your health and safety topics:**

- Complete your topics for all applicable locations covered by the WSIB account number registered in the Excellence program.
- Implement topics using WSIB's "five steps to managing health and safety" or another provider-approved model, that follows the plan-do-check-act cycle.
- Complete each topic within 12 months of your action plan being finalized.

If you complete topics early (including validation) you will be required to wait until the end of the 12-month period (starting from the day your action plan was finalized) to submit a new action plan. However you can begin working on new topics with the approval of your provider, for inclusion in a new action plan once the 12-month period ends.

After 12 months the action plan 'expires' and a new action plan must be created – any topics not completed can be added to the new action plan.

## Maintaining topics and continual improvement

To ensure your health and safety program or management system remains current, effective and continues to grow, it is important to maintain the topics you have already completed. Proper maintenance of topics involves ongoing review and improvement. This will also demonstrate your organization's commitment to health and safety to your employees. Maintenance of topics is particularly important if you are striving to achieve recognition under a national or international standard. Maintenance of prior year topics can be reassessed using the "five steps to managing health and safety" or another provider-approved model that follows the plan-do-check-act cycle.

## Demonstrate what you have developed

Now it's time to submit your evidence of topic completion, with the help of your provider, for validation by the WSIB.

### Validation

All program members will receive a desk validation by a WSIB validator on the evidence they submit for each topic.

A selection of members will receive an onsite validation based on certain factors the WSIB considers such as topics or industries of focus, years of program participation, discrepancies in information, etc. Since the onsite validation builds on the results of the desk validation and is a verification of the evidence you already submitted for each topic, all employers should be prepared and ready for an onsite validation.

### Desk validation

You are required to submit evidence for each topic completed on your action plan to demonstrate that it is fully implemented, "living and breathing" so to speak, at your workplace.

In some cases, the WSIB validator may need additional information for the desk validation. It's important to include up-to-date contact information with the evidence submission so the validator can reach out to your organization's representative by phone or email. Examples of additional evidence may include a form referenced in a procedure or process, meeting minutes, inspection reports, an organizational chart, training records, etc.

#### **Evidence of topic completion:**

Once your action plan is final, evidence of topic completion can be submitted for validation to the WSIB after **90** calendar days and up to **365** calendar days (including review of evidence by provider prior to submission to the WSIB).

For some topics, it may not be reasonable to submit evidence of implementation after only 90 calendar days. For example for the level one topic first aid – after 90 calendar days your business will have completed only one first aid kit inspection. In order for a health and safety topic to be validated as complete, evidence must be submitted to support the topic is "living and

breathing” at the workplace. Doing something once does not demonstrate a pattern of behaviour, which is what is needed to show implementation and completion.

For the evidence for each topic, ask yourself:

- “What makes the workplace safer as a result of us working on this topic?”
- “What evidence can we submit that will reflect this?”

Validation ensures that workplace activities to support completion of topics meets the WSIB requirements. These requirements are based on best practice standards in health and safety.

The goal of validation is to determine if the topic has been implemented effectively:

- Is everyone aware of the procedure and are they following it? How do you know?
- Are things being documented as required?
- Did everyone that required training receive it? Do you have a training schedule? What is being done months after the training, to ensure procedures and processes are still being followed?
- If things aren’t working, how are they being addressed?
- Are you finding ways to improve the topic? What have you done?

The evidence you submit will likely be different for each topic and evidence examples are noted in the validation guide under each topic. Work with your provider to help determine the most appropriate evidence for your workplace.

Although you are expected to implement topics using WSIB’s “five steps to managing health and safety” or another provider-approved model that follows the plan-do-check-act cycle, **you are not expected to submit evidence for every step for every topic**. The evidence that you submit should focus on the outcomes of working on that topic.

For example, for first aid, you might submit:

- Photo of the health and safety board showing first-aider name and work location
- Photo of first aid kit location with signage showing location
- Video of the designated first aider talking about their program, how it is communicated to everyone through orientation training, and taking the incident log out of the kit to show how they document the use of first aid equipment

## Onsite validation

Similar to the desk review, if your business is selected for an on-site validation, **the validator is looking for proof that the health and safety topics have been fully developed in the workplace** – that activities are actually working to support the topic. The WSIB validator may gather and record evidence by a variety of methods including the review of documents and records, touring the workplace, interviewing employees or anything else that helps demonstrate your implementation of the health and safety program topics. Onsite validation is looking at the topics listed on your action plan. It is not an audit of your entire health and safety program.

Validation should be a **positive experience**. An evaluation by someone outside of your organization is an opportunity to receive feedback, ideas on best practices in completing health and safety topics, and recommendations for improvement.

## Validation process

- WSIB validator will conduct a desk review of your documentation for the topic using the validation guide.
- You will be required to submit any additional evidence or clarify information, as requested by the validator.
- The validator will determine if the topic is “complete” or “incomplete”; this information will be available in the digital portal and sent to you as a notification.
- For any topics deemed “incomplete”, feedback will be provided and you will have 60 calendar days from notification to work with your provider to address the gaps identified and submit new evidence to support topic completion.
- The validator will review the new evidence to determine if the gap(s) has been successfully addressed.
- The digital portal will be updated accordingly to indicate “complete” or will remain “incomplete” and a new notification will be sent advising that the results have been updated.
- Incomplete topics can be added to a future action plan for completion.
- The results of the desk validation will remain conditional upon onsite validation (if selected).
- Once your desk validation is complete, including the 60 calendar days to address any gaps, an onsite validation, if required, will be scheduled within 60 calendar days of the desk validation on all action plan topics. If you do not receive notification that your business has been selected for an onsite validation within 60 calendar days, your desk validation results become final.

If you complete your topics early, including successful validation (90 calendar days after action plan submission but before 365 calendar days) you may be able to receive a rebate in the next rebate cycle. Rebates are issued in the spring and fall each year. You can also receive your digital badge at the next system update. Although you won't be able to officially submit a new action plan, you can get started on your next set of topics with the approval of your provider.

**An employer who declines to participate in validation, will receive an incomplete for all topics and will not receive a rebate and/or recognition.**

## Appeals

If you don't agree with the results of your validation:

- Contact the WSIB validator as soon as possible to discuss the results
- Attempt to resolve any differences of opinion



- If you still do not agree with the results, you have the right to appeal the decision by sending an email to [health\\_and\\_safety@wsib.on.ca](mailto:health_and_safety@wsib.on.ca) for peer validator review

## Achieve rebates and recognition

You've worked hard to implement your health and safety topics and deserve to be rewarded!

Rebates and recognition are key components of the continued development of your health and safety program.

### Rebates

Under the 2020 premium rate-setting model, all businesses fall into one of two categories based on their ability to influence their premium rate – high or low predictability. Your business's predictability is a measure of how much your past claims experience and insurable earnings can be used to predict your future outcomes.

A low predictability means your business's insurable earnings and the number of allowed claims are quite low. In this case, your claims experience would not have a significant impact on your rate. Instead, the rates of your class will have more influence on your premium rate to protect against volatility and the dramatic effect one claim could have on your rate.

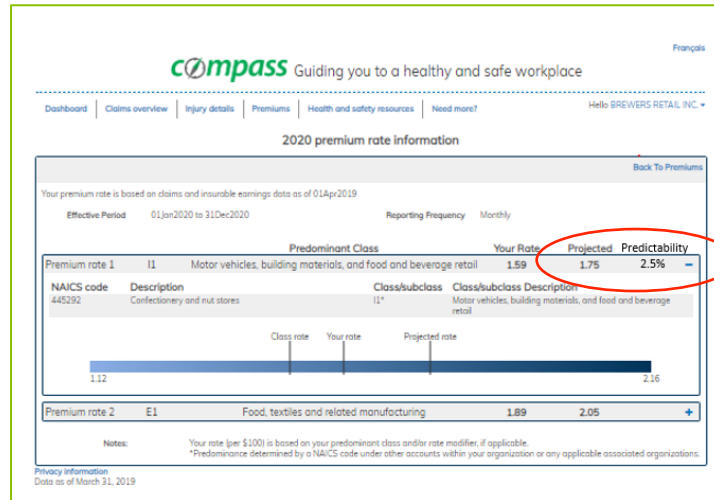
Businesses with a higher number of allowed claims and larger insurable earnings, have a higher predictability. In this case, volatility is not as high, as each single claim will likely not have a significant impact on your rate.

#### Rebates:

- The maximum number of topics you can receive a rebate for in a 12-month period is five.
- Rebates are calculated based on the number of topics successfully validated as complete.

- **Businesses with less ability to impact their premium** (20% or less predictability) **will receive 2% of their total annual WSIB premiums** (based on previous calendar year) per health and safety topic successfully completed and verified by a WSIB validator
- **Businesses with more ability to impact their premium** (more than 20% predictability) **will receive 1.4% of their total annual WSIB premiums** (based on previous calendar year) per health and safety topic successfully completed and verified by a WSIB validator

To determine your predictability % level, select Compass from the WSIB website and look up the information for your business. Under "premium rates" you will see your predictability in the top right corner.



There will be two rebate runs each year, one in the spring and another in the fall. Your rebate will be sent by the WSIB to the contact person for your business with a congratulatory letter. You have worked hard to implement the health and safety topics so be sure to recognize all your employees for their support and effort.

## Rebate minimum and maximum

If you have lower premiums, you may benefit from the rebate floor (minimum) of \$1,000 per completed topic; up to maximum total rebate of 75% of your WSIB annual premiums. There is also a cap (maximum) of \$50,000 per completed topic.

**Note:** The “control of hazards” topic can be repeated for each hazard at your workplace and there is no limit on the number of times this topic can be repeated, if it’s supported by the hazard identification and risk assessment process.

## Rebate calculator

To estimate your potential rebate, there’s a rebate calculator tool that is easy to use on the WSIB website – you need to know:

- Your total premiums for the past 12 months
- Your predictability percentage
- The number of health and safety topics you plan to complete

To use the rebate calculator visit the WSIB website.

## Rebate eligibility

**In order to be eligible for a rebate, your business must meet the following criteria:**

- Schedule 1 employer
- Successful validation of one or more topics

- Compliance with the Workplace Safety and Insurance Act - no convictions since the date your action plan was finalized until the time of the rebate and not currently under investigation
- Must reconcile any balances owing to the WSIB prior to receiving any WSIB rebates
- The impact of a fatality on eligibility will be determined by the WSIB at its discretion

## Recognition

Recognition and reward for any job well done is important. When we are recognized for our efforts, we naturally engage at a higher level and contribute even more. Businesses with a strong health and safety culture build the concept of recognition and reward into their programs to drive positive safety behaviour.

Besides the financial rebate, you can also receive a digital badge for various activities within the program that you can print or use digitally (e.g. on your website).

## Digital badge

**You will receive a digital badge for:**

- A finalized action plan: to demonstrate your commitment to health and safety through a “member” badge
- Successfully implementing a topic: for each topic deemed complete (verified by desk and onsite validation, if required) during the program year
- Completing a year in the program: for one or more topics deemed complete (verified by desk and onsite validation, if required) signifying a year in the program
- Completing a level: all topics within a level are completed

If your business is looking to obtain a badge for completing a level in the program based on topics implemented before joining the program or in addition to the maximum allowed five topics per 12-month period, (e.g. your assessment indicates you’ve already completed some topics in level 1) you will need to submit evidence of completion of those topics. The additional topics will be desk validated and will not be eligible for a rebate.

## Recognition eligibility

In order to be **eligible for a digital badge (excluding member badge), your business must meet the following criteria:**

- Schedule 1 or schedule 2 employer
- Successful validation of one or more topics
- A demonstrated commitment to health and safety excellence
- Compliance with the Workplace Safety and Insurance Act - no convictions since the date your action plan was finalized and not currently under investigation
- Must reconcile any balances owing to the WSIB prior to receiving
- The impact of a fatality on eligibility will be determined by the WSIB at its discretion

## Achievement report

An achievement report will be created for your business and updated annually to reflect your progress in the program. The report is easy to understand and a great way to share the benefits of investing in health and safety with your leaders by connecting health and safety efforts to results (a more developed health and safety program, fewer injuries/illnesses, improved culture, rebates and awards).

## Administration

How your business is registered with the WSIB is important as it impacts program participation and the completion of the health and safety topics.

### Accounts with multiple sites

If your WSIB account number registered in the Health and Safety Excellence program covers multiple sites:

- Complete your topics for all applicable sites covered by the WSIB account number registered in the program.
- Validation evidence must be representative of the overall operations. The validation evidence must be representative of your business's main office/shop, as well as a sampling of the other locations. See the validation guide for more details.
- If the business is selected for an onsite validation, employers must agree to provide access to all locations and the WSIB may visit more than one location as part of its onsite validation. WSIB will work with the business in advance of an onsite validation to coordinate a validation plan.
- Rebates are calculated and paid for each WSIB account registered in the program and not each individual location.

### Changes in account number

When a business is sold, or when a transfer, amalgamation, merger or change in ownership occurs, a new WSIB account is opened and the old account number becomes inactive. In order to receive a rebate, you must have an active account open with the WSIB until December 30 of the previous calendar year.

The WSIB may replace a closed account with a new account when the following conditions are met. The company enrolled in the program:

- Retains the current management, employees and same workplace
- Continues to meet program requirements
- Agrees that their rebate will be based on the premiums from the new WSIB account only

**It is important for you to let your provider know of any administrative changes.**

## **Withdrawal or removal of a business from the program**

### **Withdrawal**

- A business can voluntarily withdraw from the program at any time – requires a written request to the provider
- The business will not receive any rebates or recognition for that year and any progress toward current topic completion will be lost
- Any previously completed topics will be kept on record

### **Removal**

The WSIB reserves the right to remove an employer from the program at any time for any reason deemed critical to maintaining program integrity.

## Appendix

### Roles of members, providers and the WSIB

The roles of members, providers and the WSIB within the Excellence program are described in the table below:

Item	Role of member	Role of provider	Role of the WSIB
<b>Application/service agreement</b>	Complete provider application/service agreement and submit to provider	Notify WSIB of program member registration	N/A
<b>WSIB digital solution</b>	Receive link from provider and create member login	Provide unique provider link to program member	N/A
<b>Join: assessment</b>	All members to complete assessment in 2020  In future years, returning members to refresh their assessment, as appropriate, and new members complete assessment	Guide members with completion where required  May use results to assist member with topic selection for action plan  Provider is not required to sign off on assessment	Generate list of recommended health and safety topics based on results of assessment
<b>Join: culture survey</b>	Send culture survey link (anonymous) to cross section of employees (optional program component)		When completed, generate results and post to member achievement report dashboard
<b>Action plan</b>	Select one to five health and safety topics and develop an action plan based on assessment results and other inputs (Compass, inspection reports, Form 7's...) with the help of provider within 90 calendar days of	Guide members on selection of topics and development of action plan where required  Review to ensure completeness and appropriateness of topics for the workplace	Issue a digital member badge on WSIB website business safety search feature (at next update interval)

	<p>member login</p> <p>After 12 months, action plan expires and new action plan must be created</p>	<p>Submit to the WSIB on behalf of member</p>	
<b>Develop</b>	<p>Use WSIB's 'five steps to managing health and safety' or another provider-approved model that follows the plan-do-check-act cycle to implement and complete each topic on action plan within 12 months of the action plan being finalized</p> <p>Complete topics for all applicable locations covered by the WSIB account number registered in the program</p> <p>Upload evidence using the validation guide to support topic implementation and completion to the WSIB digital solution</p>	<p>Deliver services to help members develop the competencies required to implement the topics as outlined in the program guidelines</p> <p>Develop and deliver relevant health and safety learning content based on the needs of their members</p> <p>Ensure members have submitted evidence for topics they have implemented and completed within 12 months of action plan being finalized</p>	

<p><b>Demonstrate`</b></p>	<p>Submit evidence of topic completion for validation after 90 calendar days and up to 365 calendar days (including review of evidence by provider prior to submission to the WSIB) of action plan being finalized; include up-to-date contact information for WSIB validator</p> <p>Submit any additional evidence or clarify information, as requested by the validator</p> <p>Address any gaps identified and send new evidence to the WSIB within 60 calendar days of receiving notification from the WSIB that topic is incomplete</p> <p>Participate in onsite validation if selected and provide access to all locations</p>	<p>Review implementation evidence, as appropriate, to ensure alignment with the requirements in the validation guide and approve evidence for submission to the WSIB</p> <p>If member receives notification that a topic is 'incomplete' provide support, as needed, to address gaps identified within the 60 calendar day period</p> <p>Provide support to members if needed to prepare for onsite validation (if selected)</p>	<p>Conduct desk validation for each member on completed action plan topics</p> <p>Determine if topic is 'complete' or 'incomplete' using validation guide</p> <p>Upload results and send notification and feedback to address any gaps to member</p> <p>Complete validation of any new evidence from member to address gaps identified</p> <p>Schedule and notify participant and provider of onsite validation (if required)</p>
<p><b>Achieve</b></p>	<p>Receive rebate in spring or fall if one or more topics are deemed complete at validation</p> <p>Receive digital badges for:</p> <ul style="list-style-type: none"> <li>• Successfully implementing a topic</li> </ul>	<p>Recognize members that have successfully implemented their topics through encouraging best practice sharing</p>	<p>Calculate and distribute rebate to successful members</p> <p>Issue digital badges</p> <p>Create and post achievement report for each member to reflect progress in the program – updated</p>



	<ul style="list-style-type: none"> <li>• Completing a year in the program</li> <li>• Completing all topics in a level</li> </ul> <p>Recognize employees for their support and effort in completing the health and safety topics</p> <p>Review achievement report and share benefits of investing in health and safety with leaders by connecting health and safety efforts to results</p>		annually
<b>Administration</b>	Inform provider if business is sold, or when a transfer, amalgamation, merger or change in ownership occurs during program participation	Notify WSIB if a business is sold, or when a transfer, amalgamation, merger or change in ownership occurs during program participation	<p>Replace a closed account with a new account when the following conditions are met:</p> <p>The company enrolled in the program:</p> <p>Retains the current management, employees and same workplace; continues to meet program requirements, and agrees that their rebate will be based on the premiums from the new WSIB account only</p>

## “Five steps”: dress code policy example

The following is an example of how a dress code policy might be carried out at a school using WSIB’s “five steps to managing health and safety” model.

### **Step 1: Set Standard**

#### **Purpose:**

The purpose of a dress code is to provide guidance to students and parents as to what is appropriate attire for school. The objective of the policy is to promote an atmosphere for academic success while recognizing significant freedom of choice and expression. Additionally, dress codes reduce social conflict and peer pressure that may be associated with appearance.

#### **Policy:**

- I. Hats, hoods and sunglasses may not be worn during the school day.
- II. No exposed midribs will be permitted. Shirt must cover midriff on all sides.
- III. The bottom hem or edge of shorts, skirts and dresses may be no shorter than three inches above the top of the knee when standing.
- IV. Any article of clothing with a printed message, word, phrase or graphic may not be obscene or promote any illegal activity or violence.
- V. Skintight and close-fitting clothing is not permitted. Leggings, yoga pants, or similar tight pants worn alone are not permitted. Wearing leggings under shorts, skirts or dresses is permitted if these items are the proper length.
- VI. No pajamas or sleepwear may be worn.
- VII. Closed-toe footwear must be worn. Safety considerations may dictate the type of footwear worn in specific classes or school settings.
- VIII. Clothing containing holes, cuts, tears and/or rips that expose undergarments or skin are not permitted.

Students who do not follow the dress code may be asked to change clothes at any time. If the student does not have alternative clothing at school, parents may be required to bring appropriate attire or accompany the student home to change. Additionally, the school may provide appropriate clean clothing if available. Repeated dress code infractions may result in consequences as outlined below:

#### **Consequences of dress code violations:**

<b>First offense</b>	Student will be required to change, a verbal warning will be issued
<b>Second offense</b>	Student will be required to change, assigned to detention and parents will be contacted by the vice principal
<b>Subsequent offenses</b>	Continued violations will result in further disciplinary action including, but not limited to: suspension, daily dress code checks and a meeting with the principal

#### **Roles and responsibilities:**

<b>Students</b>	<ul style="list-style-type: none"> <li>• Adhere to the dress code policy</li> <li>• Bring forth any questions or concerns with their teacher or principal/vice principal</li> </ul>
<b>Parents</b>	<ul style="list-style-type: none"> <li>• Provide students with appropriate clothing that adheres to the dress code policy</li> <li>• Adhere to the dress code policy</li> </ul>

<b>Teachers</b>	<ul style="list-style-type: none"> <li>• Ensure students and parents are familiar with the dress code during orientation</li> <li>• Communicate specific attire guidelines for special events (i.e. field trips)</li> <li>• Enforce dress code standards for students</li> <li>• Ensure any student requiring accommodation on the basis of religion, disability, gender identity, or other prohibited grounds of discrimination is satisfied to the point of undue hardship</li> <li>• Adhere to the dress code policy</li> </ul>
<b>Vice principal and principal</b>	<ul style="list-style-type: none"> <li>• Document (using the progressive discipline form) the efforts made to have the student comply with the dress code policy</li> <li>• Enforce dress code standards for students</li> </ul>

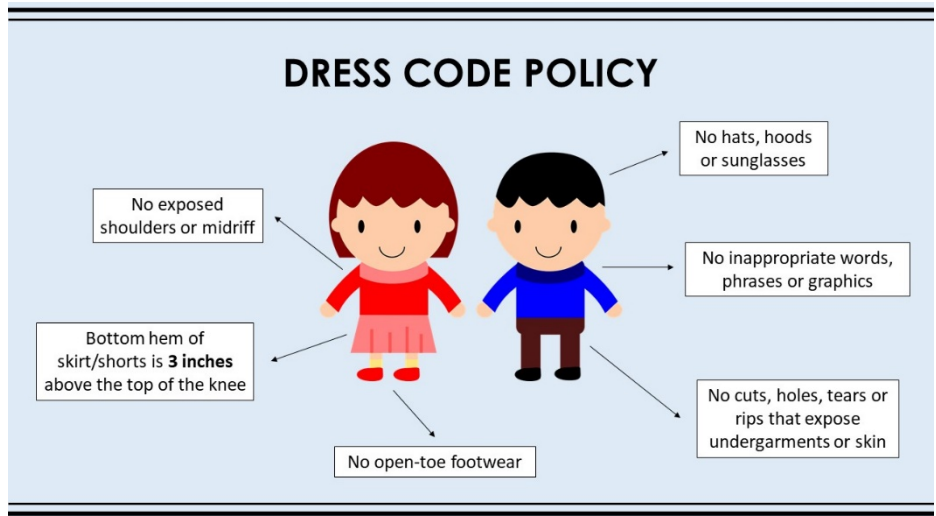
**Step 2: Communicate**

The dress code policy, including any changes in requirements should be:

- Verbally communicated by teachers in classrooms and at school assemblies
- Posted in visible areas throughout the school community
- Provided to prospective students and parents prior to enrolment (hard copy and via email)
- Posted on school website
- Translated into community languages (if required)

**Examples:**

*PowerPoint slide for “back-to-school” assembly:*



*Posters posted in visible areas around the school:*

### Step 3: Training

- On the first day of school, teachers will provide each student with a hard-copy of the dress code policy in their homeroom classroom to take home
- Teachers will read through the policy with their students, highlighting the purpose and what is required by students to comply; at this time, teachers will have the opportunity to address any questions, comments or concerns brought forth by students
- After reviewing the dress code policy as a class, each student will sign a form of acknowledgement to indicate they are aware of the standards:
  - This ensures students have a complete understanding of the dress code policy and the consequences of not adhering to it
  - Additionally, by signing a form of acknowledgement students can be held accountable for any future dress code policy violations
- Teachers will collect the acknowledgement forms and keep them on file
- Teachers will reinforce the dress code policy with their entire class monthly and whenever there is a violation by a student



#### Example training record:

**STUDENT ACKNOWLEDGEMENT FORM**

I, \_\_\_\_\_ (student's full name), hereby confirm that I have read the 'Dress Code Policy' and understand that it describes the conduct and behavior expected of me as a student of ABC Public School.

\_\_\_\_\_

Student (signature)

\_\_\_\_\_

Date

### Step 4: Evaluate

- Evaluation of dress code policy compliance is continual throughout the school year
- As per the roles and responsibilities outlined in step 1, the onus is on teachers and principals to uphold the standards with students
- Methods of evaluation include (but are not limited to): "eye-tests", surveys and formal documentation to log non-compliance
  - Eye-tests → Teachers and principals will evaluate students' attire each morning as they enter the classroom. If a teacher or principal witnesses a dress code violation, they will resolve the matter using the progressive discipline model outlined in step 1. They will also take the opportunity to reinforce to the entire class the dress code policy.
  - Surveys → School administrators can distribute a multiple-choice survey to students quizzing them on their understanding of the dress code policy. For example, some questions may include:
    - True or false, \_\_\_\_\_ is prohibited school attire?
    - How long must skirts/shorts be?
    - What are the consequences for a first-time dress code violation?

- Formal documentation → Teachers and principals will log any dress code violations in a standard form to track and monitor trends.

*Example dress code violation tracking sheet:*

<u>Dress Code Violations: Log Book</u>				
Date	Student Name	Observation	Corrective Action	Student Signature
Sept 15, 2019	Sally Hansen	Shorts were not long enough	Asked the student to change into her gym shorts	<i>Sally Hansen</i>
Sept 18, 2019	Joe Gordon	T-Shirt had an inappropriate slogan promoting violence	Asked Joe to change his shirt. Mother brought change of clothes.	<i>Joe Gordon</i>

**Step 5: Make improvements and acknowledge success**

- At the end of every month, teachers will submit their dress code violation log books to the principal
- Principals will review all submitted documentation to monitor trends and explore opportunities for improvement:
  - For example, in the month of June there was an increase in the number of students wearing attire exposing bare shoulders
  - Teachers and principals are responsible for investigating why this increase occurred (it was discovered that the children in the higher grades did not receive the refresher training on school uniform protocol for the summer months)
- Once the root cause of violation has been determined, teachers and principals can make improvements:
  - For example, remind teachers in the months of April and May to do refresher training with students on school uniforms for the summer
  - Have fans available for classrooms to keep students cool
- Recognize students who demonstrate good habits
  - For example, school administrators can create a competition between classes for fewest dress code violations per month. This form of competition encourages peer-to-peer support and recognizes students' efforts to comply with the set standards.

## Rebate calculation examples

### Example 1

- Annual premiums for a business are \$6,321.00
- They have a predictability of 10%, so they will receive 2% of their total WSIB premiums per health and safety topic successfully completed and validated

This business would qualify for the minimum of \$1,000 per completed topic to a maximum of 75% of their annual WSIB premiums or  $.75 (\$6,321) = \$4,740.75$

### Scenario 1 – business completes 2 topics

Rebate per topic = 2% of \$6,321  
=  $0.02 (\$6,321)$   
= \$126.42 per topic

Business would qualify for the minimum amount of \$1,000 per topic. Total rebate would be \$2,000 (2 topics x \$1,000 each)

### Scenario 2 – business completes 3 topics

Rebate per topic = 2% of \$6,321  
=  $0.02 (\$6,321)$   
= \$126.42 per topic

Business would qualify for the minimum amount of \$1,000 per topic. Total rebate would be \$3,000 (3 topics x \$1,000 each)

### Scenario 3 – business completes 4 topics

Rebate per topic = 2% of \$6,321  
=  $0.02 (\$6,321)$   
= \$126.42 per topic

Business would qualify for the minimum amount of \$1,000 per topic. Total rebate would be \$4,000 (4 topics x \$1,000 each)

### Scenario 4 – business completes 5 topics

Rebate per topic = 2% of \$6,321  
=  $0.02 (\$6,321)$   
= \$126.42 per topic

Business would qualify for the minimum amount of \$1,000 per topic. Total rebate would be \$5,000 (5 topics x \$1,000 each). However, the rebate would be capped at 75% of their annual WSIB premiums. Their total rebate would be adjusted to \$4,740.75.

### Example 2

- Annual premiums for a business are \$1,333,321.00
- They have a predictability of 40%, so they will receive 1.4% of their total WSIB premiums per health and safety topic successfully completed

**Scenario 1 – firm completes 2 topics**

Rebate per topic = 1.4% of \$1,333,321  
= 0.014 (\$1,333,321)  
= \$18,666.49 per topic

Total rebate would be \$37,333.98  
(2 topics x \$18,666.49 each)

**Example 3**

- Annual premiums for a business are \$3,766,321.00
- They have a predictability of 40%, so they will receive 1.4% of their total WSIB premiums per health and safety topic successfully completed

**Scenario 1 – firm completes 2 topics**

Rebate per topic = 1.4% of \$3,766,321  
= 0.014 (\$3,766,321)  
= \$ 52,728.49 per topic

Business would be capped at maximum amount of \$50,000 per topic. Total rebate would be \$100,000  
(2 topics x \$50,000 each)

## Program contributors

The new program was co-created with an advisory committee of WSIB representatives, the Ontario Ministry of Labour Prevention Office, and the program providers listed below.

- Association of Canadian Search, Employment & Staffing Services
- Construction Association of Thunder Bay
- Dunk & Associates - Leaders In Safety
- Employers' Advocacy Council - Canadian Manufacturers & Exporters
- Employers' Advocacy Council - Canadian Vehicle Manufacturing Association
- Employers' Advocacy Council - MAGNA
- Excellence in Manufacturing Consortium
- Grand Valley Construction Association
- Infrastructure Health & Safety Association - Construction/Electrical
- Infrastructure Health & Safety Association - Transportation
- Interior Systems Contractors Association of Ontario
- Wilkens Health and Safety Solutions
- Ontario Printing & Imaging Association
- Public Services Health & Safety Association
- Regional Construction Safety Group
- Retail Council of Canada
- SAFECON
- Sobeys
- Wellington Medical Safety Group
- Workplace Safety North
- Workplace Safety & Prevention Services